



Report to the Commissioners

Area IX Agency on Aging, Flathead County

November 27, 2017

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On the last page are two tables, one for performance measures and one for workload indicators, showing:

FY 2016 actuals

FY 2017 annual targets

FY 2017 actuals

FY 2017 actuals as a percentage of annual targets

FY 2017 actuals as a percentage of FY 2016 actuals

FY 2018 actuals to date

FY 2018 annual targets

FY 2018 actuals as a percentage of FY 2018 annual targets

The general target is 33.33% for FY 2018, July 1-October 31, 2017, keeping in mind that some numbers will be unevenly distributed throughout the year, some will lag 30-90 days due to subcontractor billing/reporting and some will change during the end of the fiscal year reconciliation process. Additionally, all clients are counted as “new” in July, which results in total client numbers being substantially above the annual target at the beginning of each fiscal year. This effect diminishes as the year progresses. Some information is not yet available and will be reported in future months. Additional detail may be reported in the program sections below. Numbers highlighted in yellow have been revised since the last report.

Data to note:

- Our public outreach and community education efforts continue to be ahead of the target due to promotional efforts related to the Governor’s Conference on Aging in September, BEC grant outreach and preparation for Medicare Open Enrollment.
- Although total meals are just slightly ahead of the target for the year, we have served 2,107 more meals to date than at this same time last year and the totals for each month are higher than the same months in FY 2017.
- Transportation rides are 9.67% above target for the year at 43%. However, this is due in large part to the addition of the GNP commuter from Kalispell to Glacier National Park during the summer season, which allowed us to count rides to the Park as well as a limited number of rides within the Park. Dial-A-Ride rides are on target for the year and 8% ahead of last year’s pace. Fixed route rides, without the addition of the GNP commuter, lag 17% due to a substantial decrease in Kalispell city bus rides (mostly on the PM route). We discovered the onboard tablets used to record rides are being dropped from cell service during the Evergreen portion of the city route, so drivers switched to paper to try to determine if this was having an effect on the ridership count. So far, it looks as if some rides were uncounted on the tablets, but not enough to fully explain the decrease.

- September data is now available for Independent Living Services hours. We are 7% below target for the year. We are continuing to make changes to the system we use to initiate and monitor service delivery by subcontractors.

AOA Administration

Budget and Contracts

- At this time, it does not appear we will experience a decrease in our state funding this fiscal year as part of the recent cuts to DPHHS.
- We have now received all payments due to us from DPHHS for FY 2017 and are in the process of completing a revised final financial report. We anticipate submitting it to DPHHS by 12/1.
- We are working with DPHHS to secure Medicaid administration funding to support our information and assistance efforts.
- DPHHS submitted a one-year sustainability Benefits Enrollment Center grant request for our area to NCOA that, if awarded, would begin January 1st. As with our last BEC grant, we would implement the program in partnership with the Area VI Agency on Aging. Our portion of the grant would total \$34,500. The new grant would be in addition to the 3-month extension of our last grant (October-December) in the amount of \$8,750.
- On 10/18/17, Lisa participated in the second of three required conference calls related to rolling out the Veterans Direct Home and Community-based Services (VDHCBs) program in Flathead County, which we are undertaking in partnership with the Area VI Agency on Aging. We are working on a service agreement with Area VI and are still planning to begin serving veterans by the end of December.

State/Federal/Legislative Issues

- Lisa attended the quarterly M4A meeting in Helena, October 24-26.
- Federally, we continue to engage in advocacy efforts regarding health care, Medicare and Medicaid, and funding for aging services in the FY 2018 budget. We are also monitoring the potential effects of tax reform legislation on services and programs for older adults.

Building

- The following punch list items related to AOA have not been resolved or have not been repaired to our satisfaction: carpet repair in the AOA suite, repair or replacement of the small kitchen freezer, and repair or replacement of outlets in the kitchen used for stand-alone refrigerators.

AOA Advisory Council

- The Advisory Council will not meet in November, and the December potluck was canceled as we could not secure meeting space.
- The next meeting will be January 11, 2018. The Council will then begin meeting every other month.

Other

- We anticipate completing our new Continuity of Operations Plan (COOP) by the end of December.

Outreach/Education/Media

Note: Transportation related outreach is noted in the Eagle Transit section below.

- 10/1/17, promotion of Medicare Open Enrollment presentation in Kalispell Senior Center newsletter, 300
- 10/5/17, Medicare presentation at Kalispell Senior Center, 30

- 10/6/17, monthly KGEZ interview, 11,000
- 10/7/17, ad in Daily Inter Lake for Community Shred Event, 12,000
- 10/9-12/17, DIL Daybook notice for AOA Advisory Council meeting (4 runs), 12,000 each run
- 10/15-31/17, promotion of Medicare Open Enrollment appointments, AOA lobby/dining room
- 10/16-19/17, DIL Daybook notice Age-Friendly Flathead meeting
- 10/15/17, multi-media promotion of DEEP classes (diabetes management education)
- 10/25/17, presentation on aging services to East Haven Baptist Church group, 8
- 10/26/17, brief presentation to Veterans' Provider Group on BEC and Medicare, 25
- 10/27/17, distributed brochures MT Rising Flathead event, 40

Eagle Transit

- Montana Department of Transportation (MDT):
 - Staff submitted the FY 2018 first quarter report at the end of October.
 - 5-Year Planning Grant:
 - The Planning Committee met on 10/27.
 - We've engaged David Kack as a route consultant. He is the Director of the Small Urban, Rural and Tribal Center on Mobility (SURTCOM) at the Western Transportation Institute, Montana State University. He will be here December 12th and 13th to review our Kalispell routes/services and meet with the Planning Committee.
 - FY 2019 Transportation Coordination Plan, 5311 Application and Capital Request
 - We do not yet know what our federal and TransADE allocation will be for FY 19 but expect to be notified shortly.
 - The annual public input meeting has been scheduled for December 6th from 4:00-6:00 pm in the South Campus large conference room. The meeting has been widely promoted through fliers, posters, email invitations, press releases and an ad in the Daily Inter Lake.
 - A survey has been sent to 124 businesses, medical and social service providers, apartment complexes, etc. in Kalispell, Whitefish and Columbia Falls where we transport people through both our fixed route and Dial-A-Ride services.
- Outreach/Education/Media:
 - The KPAX commercial continues to run 100 spots per month on the CW and 18 spots per month on Channel 8 KAJ (CBS morning show and The Price is Right). We have also added a spot during Jeopardy/Wheel of Fortune.
 - 10/2-5/17, notice in the DIL Daybook about the October TAC meeting.
- Operations:
 - We have selected and are in the process of obtaining the onboard cameras approved as part of our FY 2017 capital request.
 - Bus stop signs have been revised and plans are moving forward for installation in Kalispell.
- Transportation Advisory Committee (TAC)
 - The TAC typically meets every other month. The last meeting was held on 10/5/17. The next meeting will be January 4th to discuss the FY 2019 Transportation Coordination Plan, followed by a meeting on February 1st to review and vote on the final TCP, the 5311 application and the capital request.
- Glacier National Park
 - Total rider ship for the year was 229,709, up from approximately 209,000 last summer.

- We received permission to count all rides on the new GNP Commuter, including those within Glacier Park, in our annual 5311 statistics, which positively impacts our funding formula. The revised total for the 2017 summer season reported to MDT is 11,442. We amended the Cooperative Agreement to reflect the change.

Nutrition

- We served more than 170 Thanksgiving meals on 11/17 in the AOA dining room.

I & R/Assistance/Ombudsman

- Medicare Open Enrollment began on October 15 and will run through December 7, 2017.
- The Age-Friendly Flathead Steering Committee met on 10/19. Our next meeting is December 21st. We had to cancel our strategic planning meeting on 11/4 due to bad weather and road conditions. We will reschedule for some time in January.
- We are now using trained/certified I&A volunteers to assist staff in managing the high volume of calls and numbers of people walking in looking for assistance.
- Thank you to the Flathead Gymnastics Team for raking leaves for 8 of our clients in October. The folks they helped were so appreciative.

RSVP

- Grant update: The final FFR is due. We still cannot access the federal online system.

Senior Mobile Home Repair

- The Advisory Board met on 11/14/17.
- Two projects were completed last month and 23 are in progress.
- Funding:
 - \$10,000 pledged from Oro y Plata

Senior Centers - A primary AOA focus is outreach to area Senior Centers to build relationships, extend support, and explore new opportunities for partnership.

- Work continues on the CDBG senior center project.
- The County received an appraisal of the Bethany Lutheran building in Bigfork as a potential site for a new Bigfork Senior/Community Center and ImagineIF library. We will meet about next steps in December.
- On November 8th we offered board governance training to area senior center boards at the South Campus. Approximately 24 board members attended. Each center was represented. The training was conducted by MSU professor Paul LaChapelle.
- The Whitefish Community Center will hold their 3rd annual fall and holiday bazaar on Saturday, November 25th from 9:00 am to 2:00 pm. There is no admission fee. Vendors will be selling crafts, art, books, jewelry and holiday items. The local Montana Coffee Traders will offer free coffee samples at their table, and cookies will be complimentary.

November 2017 Report: Performance Measures Tables -October 2017 stats (FY 2018)

33.33%

MEASURE	FY 2016 Actuals	FY 2017 Target	FY 2017 Actuals	FY 2017 % of Target	FY 2017 as % FY 2016	Oct	Total Last Report	Total/Avg. to Date	FY 2018 Target	% Target
# Receiving Independent Living Services	447	400	178	45%	40%	not yet available	76	76	233	33%
# Receiving Meals on Wheels	471	450	470	104%	100%	15	245	260	465	56%
# Seniors Receiving Congregate Meals	867	980	1,785	182%	206%	124	664	788	1,000	79%
# Eagle Transit DAR Unduplicated Riders	502	500	401	80%	80%	21	223	244	500	49%
% of Service Recipients at Moderate to High Risk of Institutionalization	94%	88%	89%	101%	95%	91%	90%	91%	88%	103%
Per Meal Cost of Nutrition Services	\$6.30	\$6.50	\$6.89	106%	109%	\$5.52	\$5.01	\$5.52	\$6.75	82%
% Overall Satisfaction with AOA Services from Annual Survey	N = 98%, IL = 95%	95%	N=99% IL-96%	100%	100%	N/A	0%	N/A	95%	100%
Maximum annual number of transportation complaints	27	36	30	83%	111%	1	2	3	36	8%
WORKLOAD INDICATOR	FY 2016 Actuals	FY 2017 Target	FY 2017 Actuals	FY 2017 % of Target	FY 17 as % FY 16		Total Last Report	Total/Avg. to Date	FY 2018 Target	% Target
Outreach/Education/Media						Oct				
Public Outreach/Education/Media Efforts	153	120	123	103%	80%	11	40	51	120	43%
Nutrition						Oct				
Total Meals	78,541	82,000	82,428	101%	105%	6,706	20,502	27,208	79,000	34%
MOW	49,283		49,695	N/A	N/A	3,908	11,875	15,783		
Congregate	29,258		32,733	N/A	N/A	2,798	8,627	11,425		
Nutritional Assessments Conducted	1,451	1,550	2,424	156%	167%	199	621	820	1,550	53%
Transportation						Sept				
Total Ride Count	91,196	94,000	85,305	91%	94%	7,540	30,794	38,334	90,000	43%
Dial-A-Ride Count	30,644	31,020	30,025	97%	98%	2,710	7,592	10,302	30,000	34%
City, Commuter and Other Ride Count	60,552	62,980	55,280	88%	91%	4,830	23,202	28,032	60,000	47%
Eagle Transit Outreach/Special Events	8	10	40	400%	500%	2	8	10	15	67%
Information and Referral/Assistance						Oct				
Info and Referral/Assistance Contacts	19,586	18,000	17,523	97%	89%	2,052	4,022	6,074	18,000	34%
Independent Living			38%			Sept				18%
Homemaker Units of Service	1,616	3,333	784	24%	49%	119	203	322	2,500	13%
Escorted Transportation Units of Service	1,548	2,186	792	36%	51%	100	240	340	1,739	20%
Respite Units of Service	2,600	3,315	992	30%	38%	148	330	478	2,468	19%
Community Support/Senior Companion Units of Service	1,322	1,090	1,060	97%	80%	118	209	327	1,353	24%
Personal Care Units of Service	1,150	465	358	77%	31%	11	49	60	435	14%
Benefits Counseling						Oct				
Benefits Counseling Hours of Service	N/A	N/A	600	N/A	N/A	75	88	163	450	36%
Ombudsman						Oct				
Ombudsman consults/cases opened	1454	1,100	1,034	94%	71%	109	319	428	1,100	39%